
About this guide

This guide is intended for the person who plans or supervises the engineering of the system. If you are this person, the guide provides information and procedures so that you can plan for the engineering and can understand what is required.

The term “Meridian 1” is used throughout this document, and refers to Meridian 1 and “Meridian 1-ready” systems (such as Meridian SL-1 style cabinets that have been upgraded). See the *Meridian Link/Customer Controlled Routing Installation and Upgrade Guide* (553-3202-210) for further information on application requirements.

The name “Meridian Link” has two meanings in this guide.

- Meridian Link, the application, is referred to as “the Meridian Link application.” Applications based on, or designed to work with, the Meridian Link application are referred to as “Meridian Link-based applications.”
- Meridian Link, the data link, is referred to as “the Meridian Link.”

What is engineering?

The term “engineering” applies to the procedures that need to be performed to answer the following types of questions:

- If I install a call center, what size Meridian 1 do I need?
- How many additional calls can I add to my Meridian 1 before it needs to be upgraded?
- Can I add CCR to my Meridian Link system without upgrading it?

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- When I install the Meridian Link application, to what speed should I set the host link?
- I want to add a complicated call script. Will my system be able to handle it?

This guide provides procedures to enable you to find answers to these and similar questions.

Determining the skills required to engineer the system

To engineer a Meridian 1 system for the Meridian Link application or the Customer Controlled Routing (CCR) application, or both, you should ensure that you have the following skills and experience:

- a basic knowledge of call center functionality
- an understanding of the Meridian Link or CCR application, or both, as required for your operation
- an understanding of traffic engineering
- knowledge of the Meridian Configurator and how to use it

In addition, you should have completed the 275 Meridian 1 System Engineering course (in a North American context, or the equivalent in other countries).

References

The following Nortel Publications (NTPs) may be of assistance when using this document.

- *Application Equipment Module Installation Guide* (553-3201-200)
- *Meridian Link/Customer Controlled Routing Installation and Upgrade Guide* (553-3202-210)
- *Customer Controlled Routing User Guide* (P0747008)
- *Meridian Configurator User's Guide* (004-0021-315)
- *Meridian 1 System Planning and Engineering Guide* (P0744197)